Department of Health and Human Services

SPECIAL NEEDS HOUSING
PROGRAMS AND SERVICES OVERVIEW

**Special Needs Housing
Chief's Office
401 Hungerford Drive, 5th Floor
Rockville, Maryland 20850
240-777-4565 (Voice)
240-777-1494 (Fax)
240-777-1245 (TTY)**

Housing Stabilization Services Offices

Rockville/Piccard
**1301 Piccard Drive
Rockville, Maryland 20850
240-777-4550 (Voice)
240-777-4410 (TTY)
240-777-4100 (Fax)**

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Silver Spring
**8818 Georgia Avenue
Silver Spring, Maryland 20910
240-777-3075 (Voice)
240-777-3154 (Fax)**
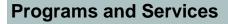
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Germantown
**12900 Middlebrook Road
Germantown, Maryland 20874
240-777-4448 (Voice)
240-777-4254 (Fax)**

Special Needs Housing
Programs and Services Overview

This Special Needs Housing (SNH) provides oversight and leadership to the County's efforts to develop new and innovative housing models to serve special needs and homeless populations and maintain housing stability for vulnerable households. SNH is responsible for collaboration with and among public and private agencies to develop and implement strategies, in order to address the county's plan to remedy and prevent homelessness and increase the development of supportive, accessible and affordable housing for special needs populations. Special needs populations include homeless individuals and families, persons with mental health and substance abuse issues, individuals with developmental disabilities, transitioning youth, and seniors with disabilities.

Primary objectives of the Service Area are to:

- Maintain housing stability for vulnerable households
- Prevent homelessness and loss of permanent housing
- Promote expansion of affordable housing units for special needs populations
- Make housing more affordable for special needs populations
- Link housing with essential supportive services for special needs populations. Achievement of these goals requires the sustained and collaborative efforts of many individuals, groups and public and private organizations.

Programs and Services

Special Needs Housing Service Area operates Housing Stabilization Services, Rental Assistance and Home Energy Assistance Programs to alleviate or prevent housing related situations for Montgomery county residents.

Housing Stabilization Services/Emergency Services

Housing Stabilization Services provide a wide array of services designed to assist county residents maintain their housing or provide them with shelter if they have become homeless. Emergency Services (ES) is regionalized through the County's three main service centers located in Silver Spring, Rockville, and Germantown. Through the ES units, located in our three main service centers (Rockville, Silver Spring and Germantown) social workers provide crisis intervention services to prevent evictions and foreclosures through case management and financial grants utilizing county and state funds. ES staff members also provide case management and financial grants to persons in transitional housing, Family Self Sufficiency program, Katrina Evacuee relief, State Rental Assistance program, Welfare Avoidance Grant, Employment Support Grant and the Partnership for Permanent Housing (with Montgomery County Coalition for the Homeless).

Emergency Services

o **Crisis intervention:** Applicants are assessed to determine qualification for emergency financial assistance and or shelter to families or adults, who are homeless, at high risk of loss of housing, victims of individual or community disaster, or persons stranded away from home. Assistance may be in the form of rental deposits, past due rent, past due utilities, moving or storage and emergency shelter placement. Assistance is available also for burial expenses to those who qualify.

o **Welfare Avoidance Grant (WAG**): A Welfare Assistance Grant is a lump sum assistance payment provided to customers, who are technically eligible for Temporary Cash Assistance (TCA) and who have an immediate crisis that is preventing them from working. WAGs can be utilized for an employment-related crisis to prevent job loss or to assist in obtaining employment fees or lack of transportation to and from work because of work hours.

o **Employment Support Grant (ESG**): The Employment Support Grant is given to TCA applicants and recipients who are in need of financial support for employment related expenses and emergencies. Grant limit is $500 and available one time only. Examples are short-term training/educational courses, transportation, childcare or any other employment need.

Rockville	**1301 Piccard Drive**	**240-777-4550**
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Germantown	**12900 Middlebrook Road**	**240-777-4448**

The Supportive Housing Clinical Teams are regionalized in our three main service centers to provide case management services to families in the following housing programs: Family Self-Sufficiency (FSS), State Rental Allowance program, Continuing Case Management for Homeless Families placed in emergency shelters placements and the Hard to Serve Temporary Assistance Participants.

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Sixty Month Intervention and Temporary Cash Assistance Hard to Serve Programs are for TCA recipients who have received cash benefits for 24 months or longer and who are actively seeking employment and receiving intensive case management. Case coordination between case managers and the employment resource center for pre-employment/post employment services and support services to eliminate barriers to employment. Evaluations are conducted by a team of workers to consider if TCA should be extended beyond the 60-month deadline for TCA. Services are based in each regional office.

Rockville Piccard 240-777-4450

The Shelter Services unit ensures the delivery of homeless services to homeless families and single adults through the administration of 36 contracts. Through the homeless contracts, homeless persons receive shelter, case management, and referrals for mental health, substance abuse, domestic violence, and employment services.

ο **Homeless Family Services:** Assessments for homeless families with children are completed in each of the regional offices. The unit coordinates the wait list for family shelter placement, completes the referrals when the family is placed and monitors the contract providers.
Homeless Family Services   240-777-4027

ο **Single Adult Shelters**: Initial assessments are conducted at the Crisis Center located on the first floor at 1301 Piccard Drive in Rockville. Case management services are provided to the residents through staff and a network of contract providers. Homeless Adult Services coordinates the delivery of emergency and transitional shelter services for the homeless. The program also coordinates service providers and serves as liaison to community organizations and neighborhood groups on homeless issues.
Community Crisis Center   240-777-4400
Homeless Services Coordinator   240-777-4125

Rental Assistance Programs/Home Energy Program

The Rental Assistance/Home Energy Program provides Rental Assistance Program (RAP), Handicapped Rental Assistance Program (HRAP), Maryland Energy Assistance Program (MEAP) and Supportive Housing Rental Assistance Program (SHRAP).

• **Rental Assistance Program (RAP) and Handicapped Rental Assistance Program (HRAP):** These programs provides limited financial assistance with rent to the seniors, persons with disabilities and families who qualify. Income, household size and rental costs determine eligibility. Assistance ranges from $50 to $200 per month.
Rockville Piccard 240-777-4400

• **Supportive Housing Rental Assistance Program (SHRAP)** is county funded and administered program, which is designed to provide housing and service coordination to 75 special need families/individuals.
Rockville Piccard 240-777-4501

• **Maryland Energy Assistance Program (MEAP) and Electric Universal Services Program (EUSP):** These programs provide financial assistance for eligible low-income households to pay home heating and energy. Eligibility is determined by income, household size and fuel type.
Rockville Piccard   240-777-4450

ACRONYMS KEY	
ES	Emergency Services
ESG	Employment Support Grant
EUSP	Electric Universal Services Program
FSS	Family Self-Sufficiency
HHS	Health and Human Services
HRAP	Handicapped Rental Assistance Program
MCCH	Montgomery County Coalition for the Homeless
MEAP	Maryland Energy Assistance Program
OHEP	Office of Home Energy Program
PPH	Partnership for Permanent Housing
RAP	Rental Assistance Program
SHRAP	Supportive Housing Rental Assistance Program
SNH	Special Needs Housing Services
TCA	Temporary Cash Assistance
WAG	Welfare Avoidance Grant

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